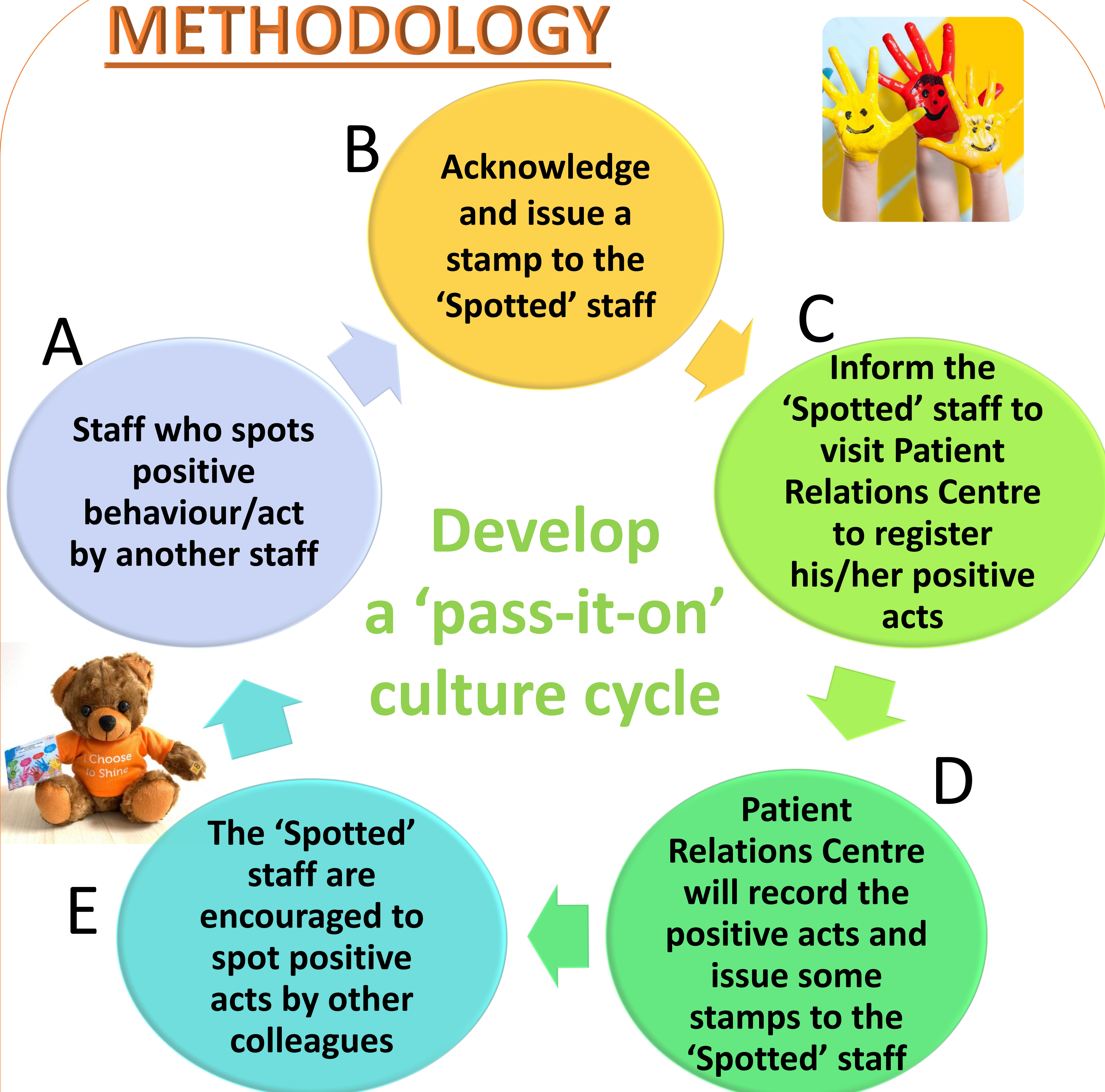


INTRODUCTION

As part of our journey to raise awareness on mindfulness values in Sengkang General Hospital, we implemented the 'Get Spotted' campaign. The main aim is to promote positive culture in the hospital by capturing and recognising positive behaviour of our staff towards patients, visitors, colleagues and our environment. This campaign supports and aligns to our practice of mindfulness in the organisation – a common language that defines the way we interact with our colleagues, patients and relatives.

METHODOLOGY



Some Simple Positive Acts captured:

- ❖ Patients: Assisted them with a wheelchair
- ❖ Visitors: Guided them to their destinations
- ❖ Colleagues: Greeting them with a smile daily
- ❖ Environment: Helped to pick up litter

	Token!			Token!
		Token!		Mystery Gift!

Collect more stamps and get rewards!

RESULTS

4 months of campaign (Nov 2018 – Feb 2019)

All departments participated in the campaign

i.e. SOC Ops, Environmental Services, Visitor Experience Service, Nursing, Clinical Governance and our Senior Management etc.

176 positive acts were recorded by **86** staff.

Out of the campaign, **two Housekeeping staff** completed their "Get Spotted" cards twice!

FEEDBACK



"Helps to create a caring culture in SKH"

"Great campaign to encourage us to be mindful to other's positive behaviour"

"Instil awareness to lookout for positive acts and not take them for granted"

"This campaign motivates us to give our best. Patients and visitors will feel the warmth and happiness from our staff. While our staff, will feel appreciated in SKH"



CONCLUSION

This Campaign succeeded in reinforcing our staff to be kind, not to take each other for granted and to recognise positive behaviour from colleagues.

Aunty Mandy (an outstanding housekeeping staff) received the most stamps for brightening everyone's day. Her kind acts were drawn to our management's attention. Shortly after the campaign ended, she left the organisation due to health reasons but she received a surprise home visit by our Senior Management! Had it not been for the campaign, she would just be a cleaner who has gone unrecognized for her good work.